

TITLE: OMEGA Support from GerberService

Category: General Support
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Summary: Resources Available for OMEGA Support

GerberService is here to help with your OMEGA software questions! You can call GerberService with the types of questions and issues listed below, but you can also help yourself 24/7 with links and information listed below.

CONTACTING GERBERSERVICE

The GerberService phone number is 800 828 5406.
The GerberService email address for OMEGA questions is GSPService@gspinc.com
Please always have the following information ready (if available) when contacting GerberService
your SAP ID number
Phone number
Equipment serial number and system ID number
[Click here for a FastFact about finding your System ID and Serial Number.](#)

SUPPORT TIMEFRAME

- Free GERBER OMEGA Support is available for 90 days from registration. Additional support is available for \$65 on a per incident basis, which includes as many calls as needed to solve the issue.
- Support First offers 1 year of unlimited support for \$365.
- [Click here for a Support First enrollment form](#)

SOFTWARE VERSIONS SUPPORTED

OMEGA 2.5, 2.6, 2.61, 3.0, 4.0 and 5.0 are currently supported versions.
Please use the following resources to find answers to questions about unsupported OMEGA versions:

- The manual or F1 (online help system) for your OMEGA version
- Gerber FastFacts, MTSSandbox, www.Signs101.com and www.4EdgeTalk.com

ISSUES NOT SUPPORTED

Please note that service cannot support general PC networking issues, non-Gerber products, general operating system usage questions, unsupported GRAPHIX ADVANTAGE or OMEGA versions, unsupported OS questions, and cannot offer full-scale training courses on OMEGA usage.

TYPES OF ISSUES THAT ARE SUPPORTED

GerberService does support the following types of issues. Contact us any time if you are unsure if an issue is supported.

Pre-upgrade questions

- [Click here for PC and operating system requirements for OMEGA 5.0](#)
- [Click here to see videos and PDF files of features in OMEGA 2.5, 2.6, 3.0, 4.0 and 5.0](#)
- Contact Gerberservice with other pre-upgrade questions.
- Contact GSP Sales Support at 800-222-7446 or gpsalesupport@gspinc.com with pricing questions about OMEGA new seats or upgrades.

Installation Help

Click here to [see “Getting Started with OMEGA” for:](#)

- OMEGA software installation instructions
- Plotter / EDGE / router installation instructions.
- Contact GerberService if your questions are still not answered.

Fonts and Libraries

- [Click here to see lists and letterstyles of the OMEGA Font and library catalogs](#)
- See [“Getting Started with OMEGA”](#) for font and library installation instructions.
- Search OMEGA Help for [Truetype font converter](#) for topics related to Truetype font converter
- Search OMEGA Help for [Font Designer](#) topics related to Font Designer to create your own fonts
- See the OMEGA DVD\Fonts\Catalogs\URW Font Catalog 2.5.pdf for a listing of the URW fonts included with OMEGA.
- Contact GerberService with other font / library questions

Malfunctions

- Call GerberService if an OMEGA feature is not functioning properly.
- Be sure to install and use PERU (Problem Enhancement and Reporting Utility) that automatically sends information to Gerber if there is a software problem. See “Getting Started with OMEGA” for information about loading PERU.

Materials and material usage material questions

- Please see the materials section of our website (www.gspinc.com/materials) for descriptions, product bulletins and other information
- Call GSP Sales Support at 800-222-7446 with other questions about materials and applications.

Output improvement

- See the MTS Sandbox at www.gspinc.com/mtssandbox and Gerber [FastFacts](#) for information on output improvement.
- Contact GerberService if your questions are still not answered.

Connectivity

- See “Getting Started with OMEGA” for device installation questions
- Contact GerberService if your questions are still not answered.

Operating system questions

See your operating system documentation for general usage instructions.
Search the web with your specific OS question.

Applications, Usage tips and tricks

See the MTS Sandbox at www.gspinc.com/mtssandbox for tips and tricks, videos, presentations and PDF files about OMEGA, GERBER EDGE and materials.

[See Gerber FastFacts](#) for other tips and tricks.

[Click here for videos and PDF files](#) about “What’s New in OMEGA 5.0, 4.0, 3.0, 2.6, and 2.5.”

Contact GerberService for other short application overviews and quick usage questions.

Training

There are many resources that are available to teach all about GERBER OMEGA usage, features and tips/tricks:

- Help: Press F1 in OMEGA to get help and advice, right at your fingertips. Click on the SEARCH tab, and enter a short description of the topics
- Learning Guide PDF Tutorial (on the DVD in the \documentation\manuals folder)
- Manuals: DVD\documentation\Manuals\Omega 5 Reference Manual
- Video Learning Guide: 1GB training tutorial PDF and Videos. Save the zip, unzip, run the .exe files)
 - Available as a download at http://www.gspinc.com/downloads/video/OMEGA_vlg/OMEGA_Video_Learning_Guide.zip
- Website FastFacts: www.gspinc.com/support
- Distributors
- Tip of the Week emailed to your inbox (sign up at <http://www.gspinc.com/default.asp?contentID=288>)
- Websites and forums such as www.signs101.com and www.4EdgeTalk.com
- Search the web and YouTube (search Gerber Omega or Gerber Edge)